

**DIVISION OF THE STATE CHIEF INFORMATION OFFICER (CIO)
OPEN HOUSE**

WHEN: **May 3, 2006**
 9:00 a.m. – noon and
 1:00 p.m. – 4:00 p.m.

WHERE: **4430 Broad River Road, Columbia, South Carolina**

Please review the concurrent sessions, make your selections and register to attend our information seminars at <http://www.cio.state.sc.us/register2/oh050306.htm>. Seminars, exhibits and tours of the facility are scheduled throughout the day. Come and learn about information technology trends!

9:00 a.m.

1. **Network Services: Evolution of SCINET – Lynn Fralick**
Hear a brief review of the Multiprotocol Label Switching (MPLS) contract and the many connectivity options that it provides. In addition, attendees will learn the migration status of the State Network to this contract.
2. **Customer Work Order Fulfillment (CWOFF) System Update – Mary Alexander**
Learn how CWOFF is working for us, about the enhancements for version 5 and the planned schedule. Feedback on CWOFF will be welcomed.
3. **Call Center Applications – Allison Martin**
Call Center 101 – receive an introduction to CIO-provided options for receiving and/or placing a large volume of calls via the telephone.
4. **Business Process Analysis and Requirements Development – Linda Poley**
What is business process analysis and who needs it? Learn about business process analysis and the relationship between process analysis and software requirements development.
5. **South Carolina Automated Directory System (SCADS) – John Zemp**
Your agency's telephone directory should be up to date so that employees and constituents may contact you. Learn all about the latest version of SCADS. Participate in a hands-on demonstration on how to maintain more than the office telephone number for your agency such as cell phones, pagers, two-way radios, home numbers, building, room, floor and more. See how to easily link to the Classified Directory without re-entering and learn how to download this information to create your own internal agency directory. Attendees may even upload their data into ours.

9:45 a.m.

6. **Meet the New CIO – Jim Bryant**
Meet the Division of the State Chief Information Officer's new CIO and hear his Strategic Vision for South Carolina.
7. **South Carolina Enterprise Information System (SCEIS) News – Susanne Reich**
Want an update on SCEIS? View the SCEIS Solution Center for demonstrations of SCEIS finance/materials management process prototypes. Attendees will learn all the latest news about the infrastructure developments and the next steps to implementation.
8. **Output Document Management – Robert Bradley and BM Cave**
Government spends significant funds on document generation, printing and mailing. Hear an overview of the Output Management Services, including digital document generation, presentation, delivery and realized cost reductions.
9. **Need a Virtual CIO? – Jake Brewbaker**
What is a virtual CIO and why would you ever need one?
10. **South Carolina Information Sharing and Analysis Center (SC-ISAC) – Jim MacDougall**
The Division of the State CIO has assumed a leadership role in the three critical security areas: Critical Information Infrastructure Protection, Security Policy and Awareness, and Incident Response Management. Find out about the partnerships that have been formed, the security initiatives that are underway, the future security efforts that have been planned, and how you can become involved.

10:30 a.m.

11. **Are You Ready for the Next Disaster? – Dietra Thomas**
Learn about the guidelines for Disaster Recovery (DR) planning that were approved by the South Carolina Enterprise Architecture Committee, including techniques for setting priorities, determining

how much to spend and establishing target objectives. Attendees will receive a 14-step sample procedure for building a DR Plan.

12. **eLeave – BM Cave**

Take a look at a Web-based system for handling all types of State employee leave requests and approvals from wherever there's Internet access. eLeave interfaces with the State's Office of Human Resources leave system to provide an easy-to-use application that eliminates paper and saves time and MONEY!

13. **Procurement News – Tammy Blackwell**

Learn the secrets for quickly getting through the procurement process. Find out about new State term contracts, changes to the procurement code, procurement training for the IT buyer, solutions-based procurement, interagency procurement and more.

14. **K-12 Network Update – Kyle Herron**

Many of South Carolina's K-12 school districts have implemented Metro Ethernet services within their districts. These upgrades have caused an increased demand for additional bandwidth to the Internet. Learn how the State Network will be redesigned to meet the needs of the schools.

15. **Help at the CIO Help Desk – Nathan Hogue**

Join Help Desk staff for a detailed overview of the consolidated CIO Help Desk. Find out why we are really an Information Technology Customer Support Center. This seminar includes a virtual tour of critical Help Desk monitoring and reporting systems.

11:15 a.m.

16. **SC.GOV Portal – Jeff McCartney and Billy Routh**

Attendees will learn about the State's partnership with South Carolina Interactive and receive some ideas about how the portal can benefit an agency.

17. **The Power of Conferencing and Collaboration – Vickie Pearce**

Hear an overview of audio, video and Web conferencing capabilities that combine quality group videoconferencing with the added value of Web collaboration.

18. **Project Management, Policy and Training – Beverly Cummings**

Find out what's happening with IT project management, policy and training programs.

19. **Information Technology (IT) Assessment – Dell Ford**

An IT Assessment – What is it and why it might help you to increase your IT budget?

20. **Voice Services Evolution – Charlie Zeberlein**

The next generation of voice services – where we're going with the State's voice network.

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21. **South Carolina Enterprise Information System (SCEIS) News – Susanne Reich**

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